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AUTHOR	Hammond, Gerald S.; Schwandner, Stephen H., II
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ABSTRACT

The forces of democratization of centralized governments and institutions and the pursuit of companies to deliver customer-defined quality in their goods and services requires better schools to achieve its goals. This book provides a plan for using a democratic and quality-driven process to build high-quality schools, i.e., applying private-sector quality initiatives to education. It tells the story of how one person helped to build consensus among many competing voices and in the end, with them, deliver a true quality schoolhouse. (GR)

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